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ABSTRACT

In order to determine the potential employment demand and skills needed for health unit coordinators and other clerical workers in the medical field, Maui Community College (MCC) in Hawaii conducted a survey of 120 local health care providers in the spring semester of 1998. Forty respondents provided MCC with the following details: (1) 92 percent hired office workers; (2) office job titles in health care are diverse, but recent national certification efforts are focusing on the term "health unit coordinator"; (3) important skills for all positions include human relations and legal aspects of records, verbal communication, computer literacy, accurate typing and filing, basic math, and nurse aide care; (4) best training times are evenings, late afternoons and weekends; (5) 48 percent have a current policy for reimbursing employees for the cost of job-related education; and (6) suggested emphases for future MCC business courses include business machines, IBM-computer training, software training in WordPerfect and the Microsoft Office Suite, and alphabetic filing. Included are respondent comments. Appended is the survey instrument, a spreadsheet detailing survey recipients, and 4 tables illustrating skills important to health unit coordinators, medical assistants, ward clerks, and secretaries. (EMH)

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ED 460 696

Community Needs Assessment for Office Administration and Technology Program: Health Unit Coordinator

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Maui Community College
Spring 1998

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COMMUNITY NEEDS ASSESSMENT FOR OFFICE ADMINISTRATION AND TECHNOLOGY PROGRAM: HEALTH UNIT COORDINATOR

Maui Community College
Spring 1998

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COMMUNITY NEEDS ASSESSMENT FOR
OFFICE ADMINISTRATION AND TECHNOLOGY PROGRAM:
HEALTH UNIT COORDINATOR
Maui Community College
Spring 1998

PURPOSE

The purpose of this survey was to ascertain the potential employment demand and skills needed for Health Unit Coordinators and other clerical workers in the medical field on Maui.

METHODOLOGY

In conjunction with the Office Administration and Technology Program Coordinator, the Nursing Division Chair, and the Assistant Dean of Instruction, under the auspices of the Dean of Instruction in the Spring 1998 semester (Appendix A), a cover letter (Appendix B) and questionnaire (Appendix C) were developed.

A mailing list of 120 medical offices and agencies was generated from a variety of sources, including the OAT and Nursing Coordinators and their Advisory Committees, and the Yellow pages of the 1997 Maui County telephone directory. The list includes all known health care providers on Maui, from five sectors: Physician Offices (65), Government Agencies (15), Community-Based Agencies (20), Health Care (10), and Professional/Others (10). Two Community-Based Agencies were located on Molokai and Lanai. (See Appendix D.) The sampling strategy was to poll the full population of health care providers who potentially might hire new OAT labor, in order to gain a complete picture of the potential community demand from all relevant medical sectors.

In February, 1998, the 120 questionnaires were mailed, along with the cover letter and a postage paid return envelope.

The number of respondents was 40, for a good return rate of 33 percent.

RESULTS

A. Most Health Care Offices and Facilities Hire Office Workers.

Table Q-1 below summarizes responses to the first question on the number of office workers the respondents currently employ.

TABLE Q-1
Number of Office Workers in Health Care Offices/Facilities

Sector	None	1-10	11-20	21-50	51+	No. Rsp'g
Physician Ofc		13	3		1	17
Gov't	2	1		1	1	5
Comty-Based	1	4	2			7
Health Care		2		1	1	4
Prof,Othr		7				7
Total	**3**	**27**	**5**	**2**	**3**	**40**
Percent	**8%**	**68%**	**13%**	**5%**	**8%**	**100%**

- Most health care offices and facilities hire office workers, for the respondents who report having no office workers numbers just three (3, 8%).
- Most health care offices and facilities (27, 68%) report having between 1-10 office workers.
- Some offices are quite large, with five respondents (5, 13%) reporting 11-20 office workers and another five (5, 13%) reporting 21 or more.

B. Job Titles are Diverse and Dispersed.

TABLE Q-2
Prevalence of Job Titles in Health Care Offices/Facilities

Job Titles	Physician	Gov't	Comty	Health	Prof,Othr	Total	Percent
Ward Clerk	--	2	1	2	--	5	13%
Unit Clerk	--	2	1	1	--	4	10%
Phys Office	10	--	--	1	1	12	30%
Med Secty	4	1	1	1	2	9	23%
Med Asst	8	1	1	1	3	14	35%
Hlth Unit Coor	--	2	--	--	1	3	8%
Med Stf/Rcd	4	2	3	2	2	13	33%
Unit Secty	1	2	--	1	--	4	10%
Med Billing	10	2	5	2	5	24	60%
Other *	7	1	2	2	1	13	33%
No. Offices	**17**	**5**	**7**	**4**	**7**	**40**	**100%**

* Others specified: RN (4), LPN, Patient Service Representative, Research Coordination, Clinic Clerk, Audiologist, Reception/Scheduling, Administrative Assistant, Executive Secretary, Office Clerk, Clerk Typist, Clerk Steno, Receptionist, Data Entry transcription, File Clerk, Nursing Secretary, PT Assistant, Clerical Staff.

- The job titles of health care office workers are quite diverse. The questionnaire posed nine job titles and respondents posed 18 more, under "Other." In fact, a third of the respondents (13, 33%) checked Other.
- Yet none of the job titles are prevalent. As seen from the outer right column of Table Q-2, none of the titles are found everywhere (75%+). Only Medical Billing Specialist is found in 60 percent of the offices responding. All other titles are dispersed in a third of the offices or less. There is much heterogeneity in the use of job titles by health care providers on Maui. Different titles, as seen later in this report, require basically the same skills although duties may vary. Curriculum would need to be broad-based to cover the diversity. This result supports the statement from the HUC textbook, "Health care institutions use various titles for the position of health unit coordinator. These include ward clerk, unit clerk, ward secretary, unit secretary, and service coordinator." (Cox, *Being a Health Unit Coordinator*, 1991.)
- One might expect some sectors to concentrate on using only certain job titles, but this is not the case. All sectors use most job titles, as seen by scanning down the columns of Table Q-2.
- The Health Unit Coordinator, by that name, is hired by only three of the responding businesses. It is the job title least frequently used (n=3, 8%). Efforts at national certification of the Unit Health Coordinator should result in more focused usage of HUC in the future. National Certification Exam has been available since 1983.

C. Office Size is not a Determinant of Job Title.

- One might expect size of the office to make a difference in job title usage, with smaller offices using fewer titles. The data do not bear this out, as seen by reading down the columns of Table Q-2/1, which cross-tabulates job title (Q-2) with number of office workers employed (Q-1). Most job titles are represented, regardless of office size.
- Conversely one might expect certain job titles to be found only in larger offices. By reading across the rows of Table Q-2/1, we see this is not true except for one title: Unit Secretary is found only in the larger offices with 11+ employees.

TABLE Q-2/1
Job Titles Cross-Tabulated with Office Size

Job Title	1-10	11-20	21-50	51+
Ward Clerk	2	--	2	1
Unit Clerk	1	--	2	1
Phys Ofc	9	1	--	2
Med Secty	5	2	--	2
Med Asst	9	2	1	2
Hlth Unit Coor	1	--	1	1
Med Stf/Rcd	5	3	2	3
Unit Secty	--	1	2	1
Med Billing	17	4	1	2
Other	11	2	--	--
No. Offices	**27**	**5**	**2**	**3**

D. Office Workers are wanted both with Clerical and with Nurse Aide Skills.

TABLE Q-3a
Would Employ Office Workers with Clerical Skills

Sector	None	1-10	11-20	21-50	51+	No. Yes	No. Rsp'g
Physician Ofc	1	15	1			16	17
Gov't		3	2			5	5
Comty-Based		6	1			7	7
Health Care		4				4	4
Prof,Othr		7				7	7
Total	**1**	**35**	**4**	**--**	**--**	**39**	**40**
Percent	**3%**	**88%**	**10%**	**--**	**--**	**98%**	**100%**

- Table Q-3a shows only one respondent (3%) states they would not employ office workers with clerical skills for their office. All others (98%) say they would.

TABLE Q-3b
Would Employ Office Workers with Nurse Aide Skills

Sector	None-N/A	1-10	11-20	21-50	51+	No. Yes	No. Rsp'g
Physician Ofc	4	12	1			13	17
Gov't	2	1	1		1	3	5
Comty-Based	3	3		1		4	7
Health Care	3	1				1	4
Prof,Othr	5	2				2	7
Total	**17**	**19**	**2**	**1**	**1**	**23**	**30**
Percent	**43%**	**48%**	**5%**	**3%**	**3%**	**58%**	**100%**

- Table Q-3b shows more than half state they would employ office workers with basic nurse aide skills (23, 58%).
- The need for office workers both with clerical and with nurse aide skills spreads across all medical sectors, seen by reading down the "No. Yes" columns. This result supports the trend to hire multi-skilled workers who are better able to serve both the clerical needs of the office and health needs of patients.

E. Consideration for Education is Given.

TABLE Q-5
Higher Starting Salary with Education

Sector	Yes	No	Maybe	Unknown	No. Rsp'g
Physician Ofc	3	3	9	2	17
Gov't		3	1	1	5
Comty-Based	3	1	2	1	7
Health Care		2	2		4
Prof,Othr	1	1	4	1	7
Total	**7**	**10**	**18**	**5**	**40**
Percent	**18%**	**25%**	**45%**	**13%**	**100%**

- A higher starting salary would be paid by some respondents (7, 18%) to new-hires with a 1-year or 2-year degree from MCC.
- Yet the most frequent response is "Maybe" (18, 45%), suggesting an MCC degree is not a guaranteed path to a higher salary.
- About a quarter of the respondents say flatly they would not pay a higher entering wage to applicants with an MCC credential (10, 25%).
- The sector showing the largest number and proportion of "No" is Government, where wages are generally regulated by Civil Service requirements.
- Most of the "Yes" comes from Physician Offices and Community-Based Agencies.

F. Best Training Times are Evenings, Late Afternoons, and Weekends.

TABLE Q-13
Best Times for Training Classes

Time of Day	Physician	Gov't	Comty	Health	Prof,Othr	Total	Percent
Before Work	1		1			2	5%
Lunch Hour	4	1	2	1		8	20%
Morning	2	1		1		4	10%
Afternoon		1	1	1		3	8%
Late Afternoon	3	3	4	3	1	14	35%
Weekend	10				3	13	33%
Evening	9	1	4	1	3	18	45%
No. Rsp'g	**17**	**5**	**7**	**4**	**7**	**40**	**100%**

- No training time is best for everyone, when 75%+ could attend.
- More than one-third express interest in Evenings (45%), Late Afternoons between 4-6 pm (35%), and Weekends (33%). In-service training cycles should rotate through pau-hana times.

G. Employers Support Employee Training.

TABLE Q-14
Reimbursement for Education

Policy	Physician	Gov't	Comty	Health	Prof,Othr	Total	Percent
Yes	10		4	4	1	19	48%
No	6	5	1		6	18	45%
Blank	1		2			3	8%
No. Rsp'g	**17**	**5**	**7**	**4**	**7**	**40**	**100%**

- A very pleasant 48 percent of the respondents report having a current policy for reimbursing employees for the cost of job related education.
- The sector with the largest number of positive responses is Physician Offices (10).

H. Most Offices use Five Business Machines.

TABLE Q-4
Equipment Used in Health Care Offices/Facilities

Equipment	Physician	Gov't	Comty	Health	Prof.Othr	Total	Percent
Elec Type	15	5	6	4	6	36	90%
PC	17	5	7	4	7	40	100%
Fax	16	5	6	4	7	38	95%
Scanner	--	1	--	1	1	3	8%
Copier	16	5	6	4	6	37	93%
Mem Type	6	4	2	4	2	18	45%
10-Key	13	3	6	4	6	32	80%
T-scriber	6	3	1	1	3	14	35%
Other *	2	--	3	--	1	6	15%
No. Rsp'g	**17**	**5**	**7**	**4**	**7**	**40**	**100%**

* Others specified include: Phone (1).

- The most frequently used office equipment by far are: electric typewriter (90%), personal computer (100%), fax machine (95%), photo copier (93%), and 10-key calculator (80%). Most respondents in all sectors use these machines.
- Used less frequently are: memory typewriter (45%), transcriber (35%).
- Used rarely are: scanners (8%).
- Interesting note is that personal computers have replaced the electric and memory typewriters in only three offices surveyed. Typewriters are not yet obsolete.

I. Most Popular Brand of Computer is IBM.

TABLE Q-8
Brand of Computers Used in Health Care Offices/Facilities

Computer Brand	Physician	Gov't	Comty	Health	Prof.Othr	Total	Percent
IBM/Compatible	15	5	6	3	6	35	88%
Macintosh	1		1			2	5%
Other *	3		1	1	1	6	15%
N/A, Blank			1			1	3%
No. Rsp'g	**17**	**5**	**7**	**4**	**7**	**40**	**100%**

* Others specified include: Compaq (1).

- IBM is used most regularly in offices (88%).
- Macintosh is used rarely, in only two offices (5%).
- Several offices checked using other equipment, but only Compaq was specified.

J. Word Processing Software is usually WordPerfect and Microsoft Word.

TABLE Q-9
Word Processing Software Used in Health Care Offices/Facilities

WPRO Software	Physician	Gov't	Comty	Health	Prof.Othr	Total	Percent
WordPerfect	6	2	2	4	4	18	45%
Microsoft Word	14	5	5	1	1	26	65%
Other *	1				4	5	13%
None/Blank	1		1			2	5%
No. Rsp'g	**17**	**5**	**7**	**4**	**7**	**40**	**100%**

* Others specified include: Quicken & Special Industry software (1), AmiPro(2).

- WordPerfect and Microsoft Word are used by about half the respondents, although Microsoft Word (65%) is used slightly more than is WordPerfect (45%).
- A few businesses use both software.
- Which software is used depends a little on the sector:
  - Microsoft is used extensively in Physician, Government, and Community-Based offices.
  - WordPerfect is used more in Professional and Health Care.
  - Other software are used, especially in the Professional sector.

K. Most Popular Spreadsheet Software is Excel.

TABLE Q-10
Spreadsheet Software Used in Health Care Offices/Facilities

Spreadsheet	Physician	Gov't	Comty	Health	Prof,Othr	Total	Percent
Database	3	1		2		6	15%
Excel	5	5	1	2		13	33%
Other *	7		4	1	5	17	43%
None/Blank	4		3		2	9	23%
No. Rsp'g	**17**	**5**	**7**	**4**	**7**	**40**	**100%**

* Others specified include: Quicken (3), ABC Medical, Foxpro, RealWorld, Quatro Pro, Medi-Soft, One-Write, QuickBooks.

- Excel (33%) is used more often than Database (15%).
- But the most frequent response to this item is Other (43%), including a long list of diverse others.

L. Desktop Publishing is Not a Priority.

Table Q-11
Desktop Publishing Software Used in Health Care Offices/Facilities

Desktop	Physician	Gov't	Comty	Health	Prof,Othr	Total	Percent
Pagemaker	1			1		2	5%
Other	6	4	2	1		13	33%
None, Blank	10	1	5	2	7	25	63%
No. Rsp'g	**17**	**5**	**7**	**4**	**7**	**40**	**100%**

* Others specified include: Pacific software, ABC, ClarisWorks, Publisher (2), Print Shop.

- The most frequent response to this item is None - reflecting low usage of desktop software by the medical offices.
- Only 5 percent use Pagemaker, suggesting Pagemaker is not relevant to the curriculum of Health Unit students.
- About a third (33%) of the agencies checked "Other."

M. Alphabetic Filing is the Most Popular.

TABLE Q-12
Filing Systems Used in Health Care Offices/Facilities

Filing System	Physician	Gov't	Comty	Health	Prof,Othr	Total	Percent
Alphabetic	15	5	5	4	7	36	90%
Numeric	4	3	3	2	4	16	40%
Subject	4	4	3		3	14	35%
Geographic						--	--
Computerized	3	3	3	1	1	11	28%
Microfilm		1				1	3%
Other *	1				1	2	5%
Blank	1		1			2	5%
No. Rsp'g	**17**	**5**	**7**	**4**	**7**	**40**	**100%**

* No response specified.

- Most (90%) agencies in all sectors use the Alphabetic system of filing.
- Other sequences used by about a third of the respondents include: Numeric (40%), Subject (35%), and Computerized (28%).
- No agency reports doing Geographic filing.

N. Human Relations and Verbal Skills are Valued the Most for HUC Position.

Respondents were asked in Question #6 to rate various skills as High, Medium, or Low in importance for different clerical jobs in their medical office. To assess which skills are valued the most overall, Table Q-6e below gives the percent responders who rated a skill "High" in importance for a particular position (i.e., 100% means all respondents agree the skill is High in importance for success in that position, and 0% means nobody noted the skill as High.) The percent High ranks averaged over the four positions are also displayed, in the last column of Table Q-6e.

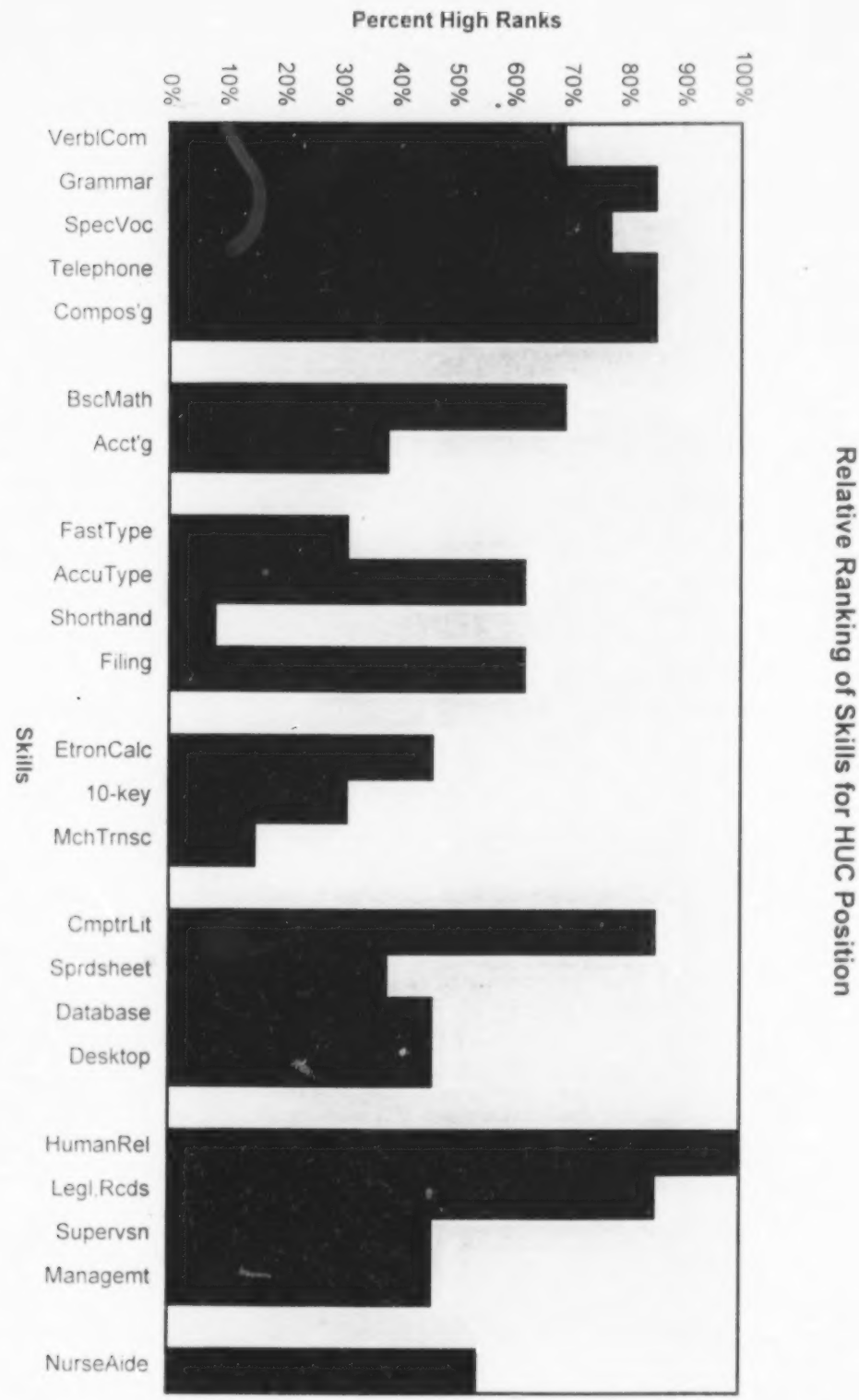
(Note.- Appendix E preserves the "raw data" showing the number of checks for High, Medium, and Low for each position, with Table Q-6a: Health Unit Coordinator, Table Q-6b: Medical Assistant, Table Q-6c: Ward Clerk, and Table Q-6d: Secretary/Receptionist. Also note that the questionnaire instructed respondents to leave a column blank if they do not have a corresponding position; hence the sample size differs on each of the four positions.)

TABLE Q-6e
Percent Respondents regarding Skill Highly Important

Skill	Med	Secty	Ward	HUC	Avg
VerblCom	100%	97%	75%	69%	85%
Grammar	63%	91%	58%	85%	74%
SpecVoc	74%	63%	67%	77%	70%
Telephone	79%	100%	75%	85%	85%
Compos'g	26%	66%	50%	85%	57%
BscMath	32%	46%	42%	69%	47%
Acct'g	11%	26%	0%	38%	19%
FastType	16%	51%	42%	31%	35%
AccuType	32%	89%	75%	62%	65%
Shorthand	0%	3%	8%	8%	5%
Filing	53%	66%	75%	62%	64%
EtronCalc	16%	49%	33%	46%	36%
10-key	11%	34%	17%	31%	23%
MchTrnsc	0%	37%	8%	15%	15%
CmptrLit	32%	74%	58%	85%	62%
Sprdsheet	0%	29%	25%	38%	23%
Database	11%	29%	42%	46%	32%
Desktop	0%	34%	17%	46%	24%
HumanRel	100%	89%	83%	100%	93%
LegAspct	84%	66%	58%	85%	73%
Supervsn	21%	29%	8%	46%	26%
Managemt	21%	29%	8%	46%	26%
NurseAide	79%	9%	25%	54%	42%

We will focus first on the skills regarded High for the HUC position. They may be seen best from the graph (Figure Q-6f), which pictures the HUC percents from the HUC column of Table Q-6e.

FIGURE Q-6f


Percent High Ranks
0%
10%
20%
30%
40%
50%
60%
70%
80%
90%
100%
Skills
VerblCom
Grammar
SpecVoc
Telephone
Compos'g
BscMath
Acct'g
FastType
AccuType
Shorthand
Filing
EtronCalc
10-key
MchTrnsc
CmptrLit
Sprdsheet
Database
Desktop
HumanRel
Legl.Rcds
Supervsn
Managemt
NurseAide
Relative Ranking of Skills for HUC Position

The important skills for the HUC position are as follows:

- Greatest support is shown for Human Relations skill, where there is complete agreement among all 13 respondents that Human Relations is Highly Important for the HUC position. This attribute is a component taught in the Nurse Aide curriculum and reinforced in the HUC courses.
- Consensus in the Interpersonal category is also evident for Legal Aspects of Medical Records (85%). This attribute is also a component of the Nurse Aide and HUC curricula. Moderate support is given for Supervision (46%) and Management (46%).
- All the skills in the Verbal cluster received High ratings, including Grammar (85%), Telephone Etiquette (85%), Composing (85%), Special Vocabulary (77%), and Verbal Communication (69%).
- Computer Literacy (85%) earned High ranks, but there is less consensus on the importance for the HUC position of specialized computer software: Spreadsheets (38%), Database (46%), and Desktop (46%).
- In the Math cluster, Basic Math (69%) is found relatively important, unlike Accounting Principles (38%).
- In the Clerical field, only two skills emerge with relatively moderate consensus: Filing (62%) and Accurate Typing (62%). Note the lower value placed on Fast Typing (31%), pointing to the importance of accuracy in typing, perhaps at the expense of speed. A clerical skill with very little support is Shorthand (8%).
- Electronic Calculators received a modicum of support (46%), with less regard given to the Machine field: 10-key (31%), Machine Transcription (15%).
- Support for basic Nurse Aide skill was given by about half of the respondents (54%).

O. Important HUC Skills are Valued in other Office Position Titles.

The next analysis was to evaluate the skills regarded highly under the HUC position title compared to the other three health care office titles, to ascertain whether the same skills are important for job preparation in these areas as well. Figure Q-6g graphs this analysis. The blocked line displays the seven skills judged High (75% consensus or better) for the HUC position, in descending order of importance. The diamond line and bar graphs show the concurrence in High ratings in the other three titles.

- The graph shows that most of the skills rated High in importance for the Health Unit Coordinator are requirements for the other positions as well.
- The exceptions are two: Computer Literacy and Composing Letters. There is less consensus on the importance of these two skills for success in the other positions, particularly Medical Assistants.

P. Skills Most Important for Position Titles Other than HUC.

Figure Q-6h shows four skills which many (75%+) regard Highly valuable in other health care titles, although for the HUC position these skills did not reach the 75% criterion.

These skills have strong consensus on their High importance for position titles other than HUC:

- Verbal Communication, for Medical Assistants and Secretary/Receptionists.
- Accurate Typing, for Secretary/Receptionists and Ward Clerks.
- Filing, for Ward Clerks.
- Nurse Aide training, for Medical Assistants.

Q. The Most Highly Valued Skills.

A final analysis on desired skills was undertaken by plotting in Figure Q-6i the percent High ranks averaged over the four positions (taken from the last column in Table Q-6e). In effect this chart shows the relative importance of skills for health office positions in general, and suggests areas of curriculum emphases in job preparation for the variety of job titles.

FIGURE Q-6g

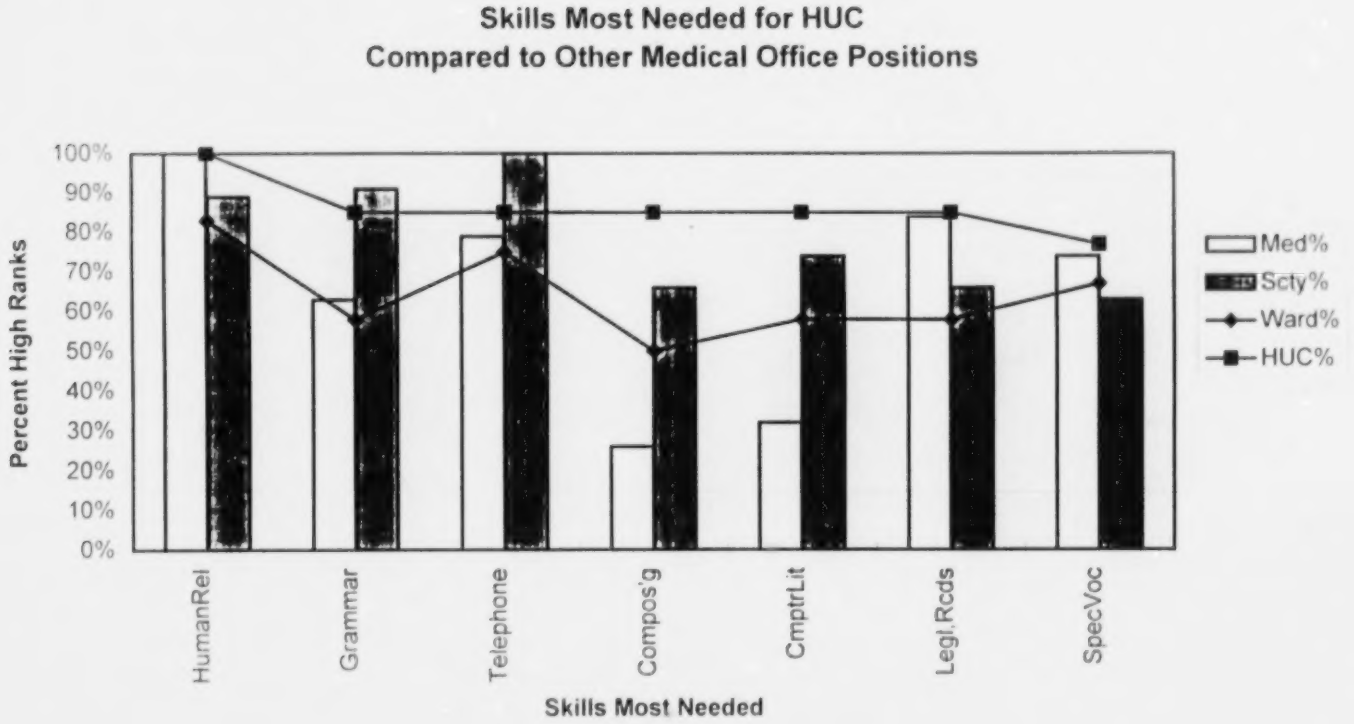

Skills Most Needed for HUC
Compared to Other Medical Office Positions
Percent High Ranks
100%
90%
80%
70%
60%
50%
40%
30%
20%
10%
0%
HumanRel
Grammar
Telephone
Compos'g
CmptrLit
Legl.Rcds
SpecVoc
Skills Most Needed
Med%
Scty%
Ward%
HUC%

FIGURE Q-6h

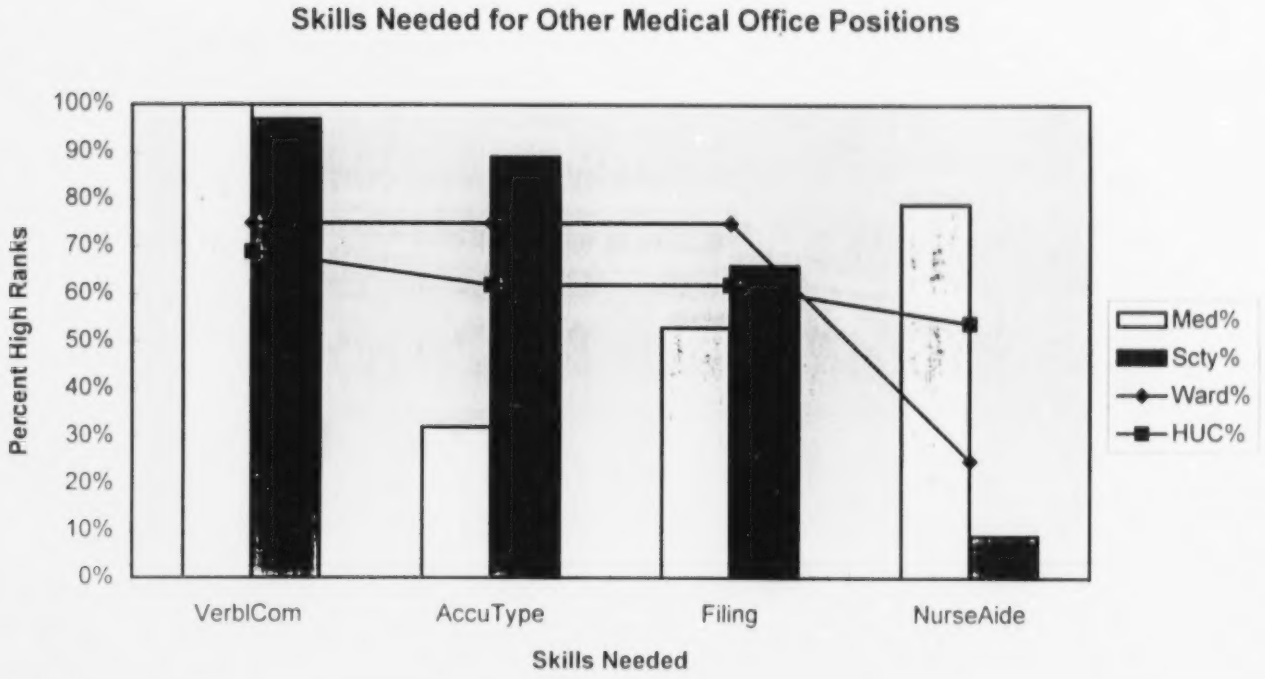

Skills Needed for Other Medical Office Positions
100%
90%
80%
70%
60%
50%
40%
30%
20%
10%
0%
Percent High Ranks
VerblCom
AccuType
Filing
NurseAide
Skills Needed
Med%
Scty%
Ward%
HUC%

Figure Q-6i suggests:

- The most highly valued skill, averaged over all four titles, is the Human Relations (93%) component covered in Nurse Aide and HUC classes.
- Also highly regarded in the Interpersonal category is Legal Aspects of Medical Records (73%), also covered in Nurse Aide and HUC courses.
- The cluster of skills most highly valued is Verbal, especially Verbal Communication (85%) and Telephone Etiquette (85%).
- Three skills from the Business skills curriculum have moderate High consensus and these are Accurate Typing (65%), Filing (64%), and Computer Literacy (62%). Support for Shorthand was negligent (5%).
- Knowledge of Basic Math (47%) and Nurse Aide care (42%) is supported by about half the respondents.

R. Other Important Skills and Qualities (see Responder Comments section).

An open-ended question at the end of the survey gave respondents an opportunity to express other skills or qualities they feel are very important for various medical office positions. Since their comments are diverse and relatively small in number, the reader is encouraged to read the verbatim comments in Section II: Responder Comments.

S. In-Service Needed (see Responder Comments section).

Another open-ended question queried respondents on the areas current employees need training. Most responses could be categorized into two areas:

- Computers.
- Customer service.

T. Changes Anticipated in Next Five Years (see Responder Comments section).

The last open-ended question asked what ways job requirements are expected to change in the next five years. The overwhelming response was:

- More computers and technology.

Other categories include:

- Increased medical/legal knowledge.
- More record keeping.

FIGURE Q-6i

Relative ranking of Skills for Office Positions
Percent High ranks Averaged over Four Positions
100%
90%
80%
70%
60%
50%
40%
30%
20%
10%
0%
VerblCom
Grammar
SpecVoc
Telephone
Composg
BscMath
Acct'g
FastType
AccuType
Shorthand
Filing
EtronCalc
10-key
MchTrnsc
CmptrLit
Sprdsheet
Database
Desktop
HumanRel
Legl.Rcds
Supervsn
Managemt
NurseAide
Skills

SYNOPSIS

The purpose of this survey is to ascertain the potential employment demand and skills needed for Health Unit Coordinators and other clerical workers in the medical field on Maui.

Results are based on 40 of 120 questionnaires (33%) mailed in February 1998 to an inclusive list of health care providers on Maui, from five medical sectors: Physician Offices (65), Government Agencies (15), Community-Based Agencies (20), Health Care (10), and Professional/Others (10). Two Community-Based Agencies were located on Molokai and Lanai.

Results showed:

- Almost all health care providers (92%) hire office workers.
- The office job titles used by health care providers are quite diverse (n=27); and no one title is prevalent. Although, recent national certification efforts since 1983 are focusing use on the term Health Unit Coordinator.
- Skill requirements for the various office job titles overlap considerably.
- Important skills for all positions include:
    - Human Relations and Legal Aspects of Records, areas covered in the Nurse Aide and HUC courses.
    - The entire Verbal cluster, especially Verbal Communication and Telephone Etiquette.
    - Computer Literacy in general, with less emphasis on specific aspects of spreadsheets, database, and desktop.
    - Filing and Accurate (more than Fast) Typing.
    - Basic Math, more so than Accounting.
    - Nurse Aide care.
- Best training times are Evenings, Late Afternoons, and Weekends.
- A very pleasant 48 percent of the respondents report having a current policy for reimbursing employees for the cost of job related education.
- These clerical alternatives prevail, suggesting emphases for the Business curriculum:
    - Most offices use five business machines: electric typewriter, personal computer, fax machine, photo copier, and 10-key calculator. Scanners are rarely used.
    - Most popular brand of computer is IBM.
    - Word processing software is either WordPerfect or Microsoft Word.
    - Excel is used by only a third of the respondents, yet under half (43%) use a wide variety of other programs.
    - Desktop publishing is relatively unused at this time.
    - Alphabetic filing is foremost over other sequences.

SECTION II
Responder Comments

15. **If there are other skills or qualities you feel are very important for medical office workers, please add them below under the position(s) to which they apply.**

Health Unit Coordinator:

1) Sensitivity to people who may be in pain and/or dysfunctional. 2) Ability to empathize and prioritize in a demanding business. (Prof, Other)

Knowledge of vendors, equipment sources, facility p&p. Ability to work under changing circumstances, some of which might be emergent. Understanding of confidentiality for clients as well as employer, interest in positive suggestions. (Gov't)

Medical Assistant:

Prefer RN with BSN who can handle coordinator, administrator, and assistant job. (Health Care)

Pharmacology - First Aid. (Prof, Other)

This is our area of greatest need and least number of qualified applicants available. (Health Care)

Curiosity and ability to research for problem-solving. Ability to re-organize and prioritize prn, either according to established ground rules OR immediate direction/instruction. (Gov't)

Don't use. (Health Care)

Ward Clerk:

Good organization skills, ability to work effectively with frequent interruptions; legible handwriting; good command of English language. (Health Care)

Don't use. (Health Care)

Office Administrator:

No comments were made.

Other:

RN's. (Health Care)

Office nurse - CPR training, phone etiquette. Receptionist - phone etiquette, medical vocabulary knowledge, typing skills. (Health Care)

Grant writing. (Comty-Based)

All Titles:

Culturally competent, energetic, motivated. (Comty-Based)

Community resources. (Gov't)

Good health. (Health Care)

Sensitivity to people who maybe in pain and/or dysfunctional. 2) Ability to empathize and prioritize in a demanding business. (Prof, Other)

Flexibility: good customer relations skills; calmness under pressure. (Gov't)

16. **In what areas do your current office employees need training?**

Computer - medical billing. (Health Care)

Insurance billing/computer. (Health Care)

...Computer skills. (Comty-Based)

Computer software, technical language. (Comty-Based)

Computer. (Gov't)

Organization plans on moving to Windows 95 operating system and changing word processing/spreadsheet software in '98-'99. (Health Care)

People skills, customer service. (Health Care)

Customer service. Anticipation - pre-planning, organizing, prioritizing. (Comty-Based)

Customer service, confidentiality, proofreading and editing skills. (Gov't)

Phones - customer service driver. (Health Care)

Verbal skills - telephone etiquette. (Health Care)
...Overcoming negativity in the workplace. (Comty-Based)

Time management. (Health Care)
Specialized - assistance in physical therapy. (Prof, Other)

None. All keep continue Ed. (Health Care)
None. (Health Care)
None. (Health Care)
N/A. (Comty-Based)

17. **In the next 5 years what ways do you expect the job requirements for health unit coordinators, medical assistants, ward clerks, and office administrators to change?**

Better knowledge of computer billing. (Health Care)
Use of more computers. (Health Care)
Everything is changing so fast. (Comty-Based)
More technology. (Gov't)
More high technology computerized systems. (Gov't)
More computer skills required. (Gov't)
More computer skills. (Gov't)
Ward Clerks - increased use of computers. (Health Care)
As technology advances and changes, so will some job requirements. (Health Care)
More computerization. (Health Care)
More computer skills - i.e. vocabulary knowledge of medical terms and ICD codes/Diagnosis code recognition. (Prof, Other)

More medical - legal knowledge. More patient friendly. (Health Care)
Office administrators - demand. (Comty-Based)
Increased knowledge and use of clinical terms, processes and protocol. (Comty-Based)
More work with less resources - smarter, quicker work with less mistakes and less re-work. (Health Care)
More paper work. (Prof, Other)
Larger volume of record keeping and accounting. (Prof, Other)

No. (Health Care)
None. (Comty-Based)

APPENDIX A
Developers of the OAT Health Unit Coordinator Needs Assessment

OAT Coordinator	Ku`uipo Lum
Nursing Division Chair	Nancy Johnson
Assistant Dean of Instruction	Jean A. Pezzoli
Dean of Instruction	Liz d'Argy

APPENDIX B

UNIVERSITY OF HAWAI'I

Maui Community College

CAREER LADDER NURSING PROGRAM

February 11, 1998

The Maui Community College Office Administration Technology Program (OAT) and Nursing Division have worked together to provide Maui County with a new educational opportunity, **Health Unit Coordinator**. This career offering combines general office administration and entry level clinical skills to meet training needs for inpatient computerized documentation and expanding outpatient services.

Many students have expressed interest in this health career and there are currently forty-nine who are working toward the degree. To complete the planning process Maui Community College is writing to you for assistance in identifying the knowledge and skills which are most important in your setting.

Please complete the enclosed survey and return it in the envelope provided. Thank you for your help with this important planning process.

Sincerely,

Ku'uipo Lum

Ku'uipo Lum
OAT Program Coordinator

Nancy Johnson

Nancy Johnson
Nursing Division Chair

310 Ka'ahumanu Avenue, Kahului, Hawai'i 96732
Tel: 808.984.3250 • Fax: 808.984.3251
An Equal Opportunity Employer

APPENDIX C

MAUI COMMUNITY COLLEGE
OFFICE ADMINISTRATION AND TECHNOLOGY PROGRAM
SURVEY OF MAUI BUSINESSES FOR PROGRAM ENHANCEMENT

1. How many office workers do you employ?
(Please check the number which best represents your answer.)

None_____ 1-10_____ 11-20_____ 21-50_____ 51+_____

2. Which of the following job titles are represented in your office?
(Check all that apply.)

___ Ward Clerk
___ Unit Clerk
___ Physician's Office
___ Medical Secretary
___ Other_____

___ Medical Assistant
___ Health Unit Coordinator
___ Medical Staff/Medical Record Support specialist
___ Unit Secretary
___ Medical Billing Specialist

3. How many office workers would you employ with clerical skills?
(Please check the number which best represents your answer.)

None_____ 1-10 _____ 11-20_____ 21-50_____ 51+_____

How many office workers would you employ with basic nurse aide skills?

None_____ 1-10_____ 11-20_____ 21-50_____ 51+_____

4. Please check below the equipment currently in use in your office:

Electric typewriters____
Personal computers_____
FAX machine_____
Electronic Scanner_____
Photo-copier_____

Electronic Memory Typewriter____
10 Key Adders or Calculators____
Transcriber_____
Other equipment_____

5. If a prospective employee of yours had a 2-year degree or 1-year certificate from Maui Community College, would that justify a higher starting salary in your organization?

Yes_____ No_____ Maybe_____ Don't know_____

6. Please rate the following skills for each job title by circling the appropriate number: 1 = Low importance; 2 = Medium importance; 3 = High importance

(If you do not have a position that corresponds, leave the entire column under the position blank.)

	Hlth Unit Coord.			Medical Asst			Ward Clerk			Secretary/ Reception		
	LO	M	HI	LO	M	HI	LO	M	HI	LO	M	HI
A. VERBAL SKILLS												
Verbal Communication	1	2	3	1	2	3	1	2	3	1	2	3
Grammar, spelling,punctuation	1	2	3	1	2	3	1	2	3	1	2	3
Specialized vocabulary	1	2	3	1	2	3	1	2	3	1	2	3
Telephone etiquette	1	2	3	1	2	3	1	2	3	1	2	3
Composing letters and reports	1	2	3	1	2	3	1	2	3	1	2	3
B. MATH SKILLS												
Basic business math	1	2	3	1	2	3	1	2	3	1	2	3
Accounting principles & functions	1	2	3	1	2	3	1	2	3	1	2	3
C. CLERICAL SKILLS												
Fast typing	1	2	3	1	2	3	1	2	3	1	2	3
Accurate typing	1	2	3	1	2	3	1	2	3	1	2	3
Shorthand	1	2	3	1	2	3	1	2	3	1	2	3
Filing system	1	2	3	1	2	3	1	2	3	1	2	3
D. MACHINE SKILLS												
Electronic calculator	1	2	3	1	2	3	1	2	3	1	2	3
10-key by touch	1	2	3	1	2	3	1	2	3	1	2	3
Machine transcription	1	2	3	1	2	3	1	2	3	1	2	3
E. COMPUTER SKILLS												
Computer literacy	1	2	3	1	2	3	1	2	3	1	2	3
Accounting/spreadsheet software	1	2	3	1	2	3	1	2	3	1	2	3
Database software	1	2	3	1	2	3	1	2	3	1	2	3
Desktop publishing software	1	2	3	1	2	3	1	2	3	1	2	3
F. INTERPERSONAL SKILLS												
Human relations	1	2	3	1	2	3	1	2	3	1	2	3
Legal aspects,medical records	1	2	3	1	2	3	1	2	3	1	2	3
Principles of supervision	1	2	3	1	2	3	1	2	3	1	2	3
Principles of managements	1	2	3	1	2	3	1	2	3	1	2	3
G. CLINICAL SKILLS												
Nurses Aid training	1	2	3	1	2	3	1	2	3	1	2	3

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Note.- Original font was larger size on legal paper.

7. List the specific types of business math problems your employees most need to understand and perform?

8. What brand of computer is in your office?

None_____ IBM or compatible_____ Mackintosh_____ Other_____

9. What word processing software is in use in your office? (Please include version.)

None_____ WordPerfect_____ Microsoft Word _____ Other_____

10. What accounting/spreadsheet software is in use in your office? (Please include version.)

Database _____ Excel _____ Other_____

11. What Desktop publishing software is in use in your office.

None_____ Pagemaker_____ Other_____

12. What type(s) of filing system do you have in your office? (Check all that apply.)

Alphabetic_____ Numeric_____ Subject_____ Geographic_____
Computerized_____ Microfilm/fiche_____ Other _____

13. What times are best for your employees to take training classes?

Before work (early am)_____ Weekends_____
Lunch hour_____ Evenings_____
Morning 8am- 12pm_____ Afternoon 12pm - 4pm_____
Late afternoon 4pm - 6pm_____

14. Do you currently have a policy of reimbursing employees for the cost of job-related education?

Yes_____ No_____

15. If there are other skills or qualities you feel are very important for medical office workers, please add them below under the position(s) to which they apply.

Health Unit Coordinator:

Medical Assistant:

Ward Clerk:

Office Administrator:

Other:

16. In what areas do your current office employees need training?

17. In the next 5 years what ways do you expect the job requirements for health unit coordinators, medical assistants, ward clerks and office administrators to change?

18. Would you be interested in participating in our cooperative education program where students work part-time in offices for college credit and pay to broaden their training?

Yes_____ No_____ Maybe_____

OPTIONAL

19. Organization_____ Address_____

Your name_____ Position_____

Date_____

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Mahalo for taking the time to complete our survey. Please return it to us within two weeks. If you would like to receive a summary of our survey please initial here_____.

Note.- Original font was larger size on legal paper.

APPENDIX D
Mailing List and Respondents

Sectors	No. Sent	No. Returned	Percent Returned
Physician Offices	65	17	26%
Government Agencies	15	5	33%
Community-Based	20	7	35%
Health Care	10	4	40%
Professional/Other	10	7	70%
Total	**120**	**40**	**33%**

APPENDIX E
Skills Important for Medical Office Positions: Raw Data

TABLE Q-6a
Health Unit Coordinator: Important Skills

Skill	Specific	Low	Med	Hi
VERBAL	Verbal communication		1	9
	Grammar, spelling, punctuation			11
	Specialized vocabulary		1	10
	Telephone etiquette			11
	Composing letters and reports	1		11
MATH	Basic business math	1	1	9
	Accounting principles & functions	2	4	5
CLERICAL	Fast typing	4	4	4
	Accurate typing		4	8
	Shorthand	10		1
	Filing system		4	8
MACHINE	Electronic calculator	3	3	6
	10-key by touch	4	4	4
	Machine transcription	4	5	2
COMPUTER	Computer literacy		2	11
	Accounting/spreadsheet software	3	4	5
	Database software	2	4	6
	Desktop publishing software	2	4	6
INTERPERSONAL	Human relations			13
	Legal aspects of medical records		2	11
	Principles of supervision	2	3	6
	Principles of management	2	3	6
CLINICAL	Nurses Aide training	3	1	7

Note.- Number of respondents to this item is 13.

TABLE Q-6b
Medical Assistant: Important Skills

Skill	Specific	Low	Med	Hi
VERBAL	Verbal communication			19
	Grammar, spelling, punctuation		5	12
	Specialized vocabulary		4	14
	Telephone etiquette		3	15
	Composing letters and reports	7	5	5
MATH	Basic business math	3	9	6
	Accounting principles & functions	11	4	2
CLERICAL	Fast typing	8	7	3
	Accurate typing	5	7	6
	Shorthand	15		
	Filing system	3	4	10
MACHINE	Electronic calculator	9	5	3
	10-key by touch	9	4	2
	Machine transcription	12	3	
COMPUTER	Computer literacy	4	9	6
	Accounting/spreadsheet software	12	6	
	Database software	10	6	2
	Desktop publishing software	13	5	
INTERPERSONAL	Human relations			19
	Legal aspects of medical records	1	3	16
	Principles of supervision	5	7	4
	Principles of management	5	8	4
CLINICAL	Nurses Aide training		1	15

Note.- Number of respondents to this item is 19.

APPENDIX E (Continued)
Skills Important for Medical Office Positions: Raw Data

TABLE Q-6c
Ward Clerk: Important Skills

Skill	Specific	Low	Med	Hi
VERBAL	Verbal communication		2	9
	Grammar, spelling, punctuation		3	7
	Specialized vocabulary		3	8
	Telephone etiquette		2	9
	Composing letters and reports	4		6
MATH	Basic business math	2	4	5
	Accounting principles & functions	5	5	
CLERICAL	Fast typing	3	3	5
	Accurate typing		2	9
	Shorthand	8		1
	Filing system		2	9
MACHINE	Electronic calculator	4	3	4
	10-key by touch	4	5	2
	Machine transcription	4	3	1
COMPUTER	Computer literacy	1	4	7
	Accounting/spreadsheet software	5	4	3
	Database software	3	4	5
	Desktop publishing software	4	4	2
INTERPERSONAL	Human relations		1	10
	Legal aspects of medical records	1	3	7
	Principles of supervision	5	3	1
	Principles of management	4	4	1
CLINICAL	Nurses Aide training	4	1	3

Note.- Number of respondents to this item is 12.

TABLE Q-6d
Secretary/Receptionist: Important Skills

Skill	Specific	Low	Med	Hi
VERBAL	Verbal communication			34
	Grammar, spelling, punctuation		3	32
	Specialized vocabulary		11	22
	Telephone etiquette			35
	Composing letters and reports	4	8	23
MATH	Basic business math	4	14	16
	Accounting principles & functions	13	11	9
CLERICAL	Fast typing	1	14	18
	Accurate typing		3	31
	Shorthand	23	2	1
	Filing system		10	23
MACHINE	Electronic calculator	4	14	17
	10-key by touch	5	15	12
	Machine transcription	13	4	13
COMPUTER	Computer literacy		9	26
	Accounting/spreadsheet software	11	13	10
	Database software	7	17	10
	Desktop publishing software	9	12	12
INTERPERSONAL	Human relations		2	31
	Legal aspects of medical records	2	8	23
	Principles of supervision	10	12	10
	Principles of management	9	14	10
CLINICAL	Nurses Aide training	20	5	3

Note.- Number of respondents to this item is 35.